



COMMONWEALTH of VIRGINIA

Department for the Aging

Jay W. DeBoer, J.D., Commissioner

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COMMONWEALTH of VIRGINIA
Department for the Aging
Jay W. DeBoer, J.D., Commissioner

MEMORANDUM

TO: Executive Directors
Area Agencies on Aging

FROM: Janet Dingle Brown, Guardianship & Legal Services Development Coordinator

DATE: January 19, 2005

SUBJECT: "Looking Forward to Working With All of You"

As I officially finish my second week on the job here at the Virginia Department for the Aging, I wanted to take a few moments to say "hello" and to let you know how very glad I am to be here and for the opportunity to work with all of you (this may sound mushy but it's true ☺).

My mother passed away a few years ago from complications deriving from Alzheimer's disease followed by a stroke. Since that time, I have been much more aware of the needs of the elderly; especially those that do not have the benefit of family members and/or resources to help them through what can be a devastating and frightening season in their lives.

I am honored to serve with you and looking forward to working with each of you. For those of you who have Guardianship programs, I will be in touch with you by telephone next week. And for the remaining programs, I plan to physically visit you as soon as possible (I am trying to schedule as many visits as I can this year with Raymond Williams). In the meantime – Please do not hesitate to call me with any questions, concerns, and/or suggestions as to how I can better serve you in my new role. My direct telephone number is (804) 662-7049. You can also reach by email at janet.brown@vda.virginia.gov.

"Together, we make it Happen"

---janet

P.S. I know my name is a mouthful – Janet Dingle Brown – but I use it to honor my Mother's memory. Peace.

COMMONWEALTH of VIRGINIA

Department for the Aging

Jay W. DeBoer, J.D., Commissioner

MEMORANDUM

TO: Executive Directors
Area Agencies on Aging

AND: AIM System Managers

FROM: Leonard Eshmont
Information System Administrator

DATE: January 19, 2005

RE: Virginia Aging Information System - AIM Report Writer Training

VDA will hold **AIM Introductory Infomaker Report Writer** training on Tuesday and Wednesday, March 22 and 23, 2005. We will be covering in detail how to write several reports pertaining to the new caregiver information now collected in the AIM system. Prerequisites include knowledge of basic database terminology and concepts. This is a full two-day training course by Dwayne Oedewaldt with the Saber Corporation. Class time the initial day, March 22nd will be from 10 am to 5:00 pm. Second day class times will be 8:30 am to 4:30 pm. This is "hands-on" training that will take place at the Wythe Building within our Forest Office Complex.

Registration fee is \$100.00 per person, but limited to the first fifteen participants and **payment must be received in advance**. Because registration is limited, this training is offered on first come, first serve basis. Once registered, please send a check for this fee made payable to Virginia Department for the Aging with notation "AIM Report Writer Training" to our office attention Leonard Eshmont. Participants will be responsible for their own transportation, meals, and lodging.

Lodging is available for the nights of March 21st and March 22nd at the Sheraton Richmond West. Rates are \$77.00 per room plus applicable taxes. Reservations can be obtained by calling toll free (800) 325-3535 and acknowledging that you are with the VDA event. Reservations must be made no later than Friday March 4, 2005; otherwise there is no guarantee a room will be available at the time of your request.

1610 Forest Avenue, Suite 100, Richmond, Virginia 23229
Telephone (804) 662-9333 (V/TTY) Fax (804) 662-9354 Toll-Free (800) 552-3402 (V/TTY)
E-mail: aging@vda.virginia.gov • Web Site: www.vda.virginia.gov

SUBJECT: Virginia Aging Information System - AIM Report Writer Training
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Directions to the Wythe Building within the Forest Office Park and to the above mentioned hotel will be included in next weeks reminder notice of this event. Please respond by March 4, 2005 if you have personnel that would like to attend this event. I can be reached by phone at (804) 662-9800 or email at Leonard.Eshmont@vda.virginia.gov.

COMMONWEALTH of VIRGINIA
Department for the Aging
Jay W. DeBoer, J.D., Commissioner

MEMORANDUM

TO: Executive Directors
Area Agencies on Aging

AND: Nutrition Directors

FROM: Carol Cooper Driskill
Program Coordinator

DATE: January 19, 2005

**SUBJECT: TECHNICAL ASSISTANCE:
QUESTIONS REGARDING HOME DELIVERED NUTRITION SERVICES**

I have started to share questions that I received from Area Agencies on Aging, my responses, and resulting technical assistance. I hope you find the information useful.

The Home Delivered Meal Client is Not Home

Question: We prepare a meal and transport it to a homebound client's home, but the individual is not home. Can we still count it as a NAPIS eligible meal since we tried to provide it?

Response: The meal cannot be counted as a NAPIS eligible meal unless it is given to a homebound client or other individual eligible for a home delivered meal. However, the extra meal can be provided to another home delivered meal client to eat at another time, and can be counted as a NAPIS eligible meal.

The Home Delivered Meal Client Wants His Meal Left on the Table

Question: We have a home delivered meals client that needs hot meals for the contact with the driver (therefore frozen meals aren't an option). However, most of the time the client is not out of bed when the meal is delivered. The driver puts the meal in the refrigerator. The client becomes very upset and demands that the meal be left on the table. We have discussed the food safety issues, but he insists that he does not want it

in the refrigerator. He said it is his right to have the meal left where he wants it. What do you suggest?

Carol Driskill's Response: My only idea would be to tell the client that he needs to eat the meal within 2 hours and if it's on the table the next day, it will be thrown away by the driver. I would also have the driver take him a letter explaining why the agency wants to put the meal in the refrigerator, have him sign that he received it, and also document all of the prior telephone calls and conversations.

I have included information from Joseph (Joe) Carlin, MS, RD, FADA, Regional Nutritionist, and our liaison, from Administration on Aging.

Response from Joe Carlin (Excerpts): Is this the only information that you have on the situation described? Does the client have problems reheating the meal, either in a microwave, a toaster oven or oven? Is there evidence that the meals are not eaten and are on the table the next day? How often is the situation described the norm? Or, is the situation chronic?

Based upon the limited information presented here, it appears that the AAA may want to do an assessment of the client to get a more up-to-date picture of the participant's physical and mental capabilities.

Response from Dr. Bill Peterson: I agree with the client that it is his "right" to have the meal left on the table. . . however, the AAA needs to protect itself from liability. I think Carol has the right idea. Have the client sign some type of release. . . and document their attempts to tell him the potential danger of leaving the hot meal out to cool.

Additional Information from the AAA: The client states that he usually eats the meal within a couple of hours. The meal is in an aluminum tray and it is difficult for him to transfer the food to a microwavable container to reheat. (Our hot meals vendor states the aluminum trays are the most cost effective). The monthly menus that are left with the clients have this statement written on them: "If meals are not eaten upon delivery, please refrigerate and reheat to 165 F. "

I discussed the issue with the client again today, after he had time to cool down. He does seem to understand the problem. I explained we would need to get him to sign a statement relinquishing us from liability should he get sick from food spoilage, etc. He decided at this time and agreed to let the driver continue putting the meal in the refrigerator if he is not up to eat the meal.

This client is due a reassessment in August. However, we will be sending someone out earlier if this issue resurfaces. Although we have not had to act upon this situation, we will discuss a policy statement for future issues of this nature.

COMMONWEALTH of VIRGINIA
Department for the Aging
Jay W. DeBoer, J.D., Commissioner

January 19, 2005

MEMORANDUM

TO: Executive Directors
Area Agencies on Aging

FROM: Tim M. Catherman
Deputy Commissioner, Support Services

RE: Meeting Conference Planners Checklist

Attached is a handy Conference Planners Checklist to assist in making your meeting facilities ADA accessible.

If you have any questions, please call me at (804) 662-9309.

Cc: Jay W. DeBoer, J.D., Commissioner

Meeting Conference Planners Checklist

Building Exterior

Off-Street Parking/Passenger Loading Zone

- _____ * Number of accessible parking spaces, minimum of one (see chart page 11)
- _____ One van space per lot (8' space with 8' access aisle and 9'-6" vertical clearance)
- _____ * Space 13' wide or 21' for two spaces with a 5' access aisle
- _____ * Posted sign as parking space for person with disability
- _____ * Sign also includes "Van Accessible" for van space
- _____ * Level, firm, and nonslip surface
- _____ * Curb-cut, ramp or level area to walkway
- _____ Closest to the accessible entrance without entering vehicular traffic lane
- _____ Directional signage to accessible entrance, where needed
- _____ Passenger drop off or loading zone with accessible route or travel to building

Proximity to Public Transportation

- _____ * Bus stop within 1-2 blocks. Distance _____
 - _____ Level, firm, nonslip surface from bus stop to primary accessible building entrance
(maximum slope of 1" to 20")
 - _____ * Curb cut, ramp, or level area to walkway (see *Walkways*)
- *Essential for an accessible meeting

Walkways

- _____ 44" minimum exterior width

- _____ * Maximum slope of 1" to 20"
- _____ * Level or ramped from parking to primary accessible entrance
- _____ Level, firm, nonslip surface with no drop-offs
- _____ Walkways free of obstructions (up to 80")
- _____ Walkways free of grating openings larger than 1/2"
- _____ Threshold 1/4" maximum, or 1/2" if beveled

Ramps (exterior)

- _____ * Maximum slope of 1" to 12" (no more than 30" of rise between level landings)
- _____ * 5' x 5' level landings on top and bottom
- _____ * Graspable handrails provided, 34"- 38" high
- _____ Handrails 1-1/2" diameter and 1-1/2" from wall
- _____ * Rounded stair nosings
- _____ Firm, nonslip surface
- _____ 44" minimum exterior width

Stairways

- _____ * Graspable handrails provided on both sides, 34" - 38" high, properly secured
- _____ Handrails 1-1/2" diameter and 1-1/2" from wall
- _____ * Rounded stair nosings
- _____ * Uniform riser height and tread width
- _____ 5' x 5' level landings on top and bottom
- _____ Contrast on stairs and landings
- _____ * Adequate lighting on stairs
- _____ * No open or hanging stairwells

*Essential for an accessible meeting

Entrances (exterior)

- _____ * At least one **primary** entrance accessible
- _____ * Threshold height 1/4" maximum, or 1/2" if beveled (If not, measurement is _____)
- _____ * Door has a minimum clear opening width of 32" (If not, measurement is _____)
- _____ An 18" clear maneuvering space at the pull side of the door
- _____ Level and unobstructed area 5' x 5' both sides of door
- _____ * Lever or loop-type door handles
- _____ * Door pressure 8.5 lbs. maximum, or
- _____ Automatic door openers
- _____ Alternate accessible entrance for a revolving door
- _____ Sign indicating accessible entrance
- _____ Directional signage at inaccessible entrances designating the accessible entrance

Building Interior

Interior Doors and Corridors

- _____ * Firm, nonslip surface (no loose or deep pile carpet)
- _____ * Doors have a minimum clear opening width of 32" (If not, narrowest measurement _____)
- _____ * An 18" clear maneuvering space at the pull side of the door
- _____ * Lever or loop-type handles
- _____ * Door pressure 5 lbs. maximum
- _____ * Corridors have a clear width of 44"
- _____ Projection of wall-mounted objects 4" or less
- _____ Barriers detectable by individuals using a white cane (located within 27" of the floor or higher than 80", or protruding less than 4" from the wall)
- _____ * Adequate lighting in corridors

Ramps (interior)

- _____ * Maximum slope of 1" to 12" (no more than 30" of rise between level landings)
- _____ * 5' x 5' level landings on top and bottom
- _____ * Graspable handrails provided, 34" - 38" high
- _____ Handrails 1-1/2" diameter and 1-1/2" from wall
- _____ Firm, nonslip surface
- _____ 36" minimum interior width
- * Essential for an accessible meeting

Elevators

- _____ * Door has 32" minimum clear opening
- _____ Size of elevator floor at least 54" x 68"
- _____ * Serves all floors and public areas
- _____ * Highest control buttons 54" maximum
- _____ Audible and visible signals, hallway and elevator interior
- _____ * Controls have raised Arabic and Braille identification
- _____ Floor levels indicated on door jams by raised numerals placed no more than 60" high
- _____ Elevator doors remain fully open for 5 seconds minimum

Public Telephones

- _____ * Where provided, at least one telephone wheelchair accessible on each floor
- _____ * Highest operable part 54" maximum if side approach, or 48" maximum if forward approach
- _____ 27" high clear knee space
- _____ Handset cord length at least 29"
- _____ Push button preferred

- _____ Volume control on at least one telephone in each location with identifying signage
- _____ TDD in building desirable (communication device for the deaf) with identifying signage

Water Fountains

- _____ * Where provided, at least one fountain on accessible route of travel
- _____ Maximum spout no higher than 36" from floor
- _____ Spout located at front of unit with water projecting parallel
- _____ Hand operated control (push or lever) within 6" of the front of the fountain
- _____ 27" clear knee space
- _____ If fountain lacks a clear space underneath, at least 30" x 48" clear floor space provided to allow a wheelchair to make a parallel approach

*Essential for an accessible meeting

Public Restrooms

Women's Men's

- _____ * On accessible route of travel
- _____ * Number of accessible stalls
- _____ * Number of ambulatory accessible toilet stalls (required when six or more water closets are available in a restroom)
- _____ Raised and Braille signage 60" in height on center latch side of door
- _____ High contrast signage with nonglare finish
- _____ Signs at inaccessible restrooms giving directions to accessible restrooms
- _____ * Entry 32" minimum clear width
- _____ Accessible stall doors 32" minimum clear width with outswinging doors
- _____ Door pressure 5 lbs. maximum

- _____ * Stall width 60" wide x 56" deep minimum if water closet is wall mounted or 59" minimum if floor mounted (60" x 60" preferred)
- _____ 5' x 5' diameter unobstructed floor space in toilet room
- _____ * Minimum 42" width next to toilet on one side
- _____ * Grab bars side and back, 33" - 36" above and parallel to floor
- _____ Grab bars 1-1/2" diameter and 1-1/2" from wall
- _____ * Toilet seat 17" - 19" high
- _____ Bottom of mirror, top of shelf, towel and all other types of dispensers at 40" maximum from floor
- _____ Soap and towel dispensers and hand dryer adjacent to the sink
- _____ 29" clear knee space under basin
- _____ Insulation of exposed pipes under sinks
- _____ * Lever-type faucets and door hardware
- _____ Elongated urinal within 17" of floor

*Essential for an accessible meeting

Meeting Rooms and Common Use Areas

Meeting Rooms

(please complete for each meeting room to be used)

- _____ Capacity
- _____ Raised and Braille signage 60" in height on center latch side of door
- _____ High contrast signage with nonglare finish
- _____ * Ramps for raised levels
- _____ Top of table 28" - 34" from floor
- _____ Clear knee space for tables (minimum 27" high x 30" wide x 19" deep)
- _____ Microphones available (table or lapel)
- _____ Low noise level (inside and outside)
- _____ Adequate lighting
- _____ * Meeting and other functions provided in nonsmoking areas
- _____ Firm, nonslip surface (no loose or deep pile carpet)
- _____ Assistive listening system identified by signage
- _____ Audible alarm system, and
- _____ Visible alarm system

Fixed Seating Only

(additional requirements of meeting room)

- _____ For auditoriums, integrated wheelchair seating, a minimum of one, for 4-25 seats (see chart on page 11)
- _____ Number of seats with removable arm rests
- _____ Number of wheelchair spaces – minimum space 33" x 48" for rear or forward access, 33" x 60" for side access
- _____ * Unobstructed viewing position from wheelchair seating

_____ Aisles at least 36" having seating on one side of aisle, 42" with seating on both sides

*Essential for an accessible meeting

Common Use Areas

- _____ * Restaurants/coffee shops, gift shops, lobby, vending machines, copy machines and other common use areas accessible to persons with disabilities.
- _____ Audible alarm system, and
- _____ Visible alarm system
- _____ Smoking policy or restrictions in common use areas
- _____ Maintenance/remodeling at time of meeting

Hotel/Motel Guest Rooms

Hotel/Motel Guest Rooms

- _____ Number of standard guest rooms
- _____ * Number of accessible guest rooms (Accessible hotel or motel guest rooms should be provided at the rate of one for every 25 guest rooms or fraction thereof. Rooms should be dispersed in single, double and suite rooms.)
- _____ Number of accessible rooms with roll-in showers
- _____ Number of accessible guest rooms located near the elevators
- _____ Number of nonsmoking guest rooms
- _____ Raised and Braille signage 60" in height on center latch side of door
- _____ High contrast signage with nonglare finish

Wheelchair Accessible Rooms

- _____ * Entry 32" minimum clear opening width
- _____ * Lever-type hardware on doors
- _____ Telephone and other controls easily reached from bed and accessible route of travel
- _____ Closet rods, switches, heat and air conditioning controls within reach ranges

- _____ Drapery controls easily operable and on accessible route of travel
- _____ Door lock opens with a key easily operable by one hand without tight gripping or twisting
- _____ Interior security lock easily operable with a closed fist and located within reach ranges

*Essential for an accessible meeting

Rooms for Persons with Hearing Impairments

- _____ Number of rooms for persons with hearing impairments
- _____ Visible alarm system, portable or permanent
- _____ Telephone has volume controls and hearing aid compatible
- _____ Electrical outlet within 48" of the telephone
- _____ Visual notification of incoming calls and door bell
- _____ Closed caption decoders on TV preferred
- _____ Number of portable systems (include visible alarm system, TDDs, visual notification of incoming calls, door bell, and alarm clock)

Bathrooms

- _____ * Doorway 32" minimum clear opening width
- _____ * Lever or loop-type door handles
- _____ 5' diameter clear floor space in toilet room
- _____ * Grab bars side and back, 33" - 36" above and parallel to floor
- _____ * Grab bars 1-1/2" diameter and 1-1/2" from wall
- _____ * Toilet seat 17" -19" high
- _____ Bottom of mirror, top of shelf, towel, and other dispensers 40" maximum from floor
- _____ 29" clear knee space under basin
- _____ Insulated water pipes under lavatory
- _____ * Lever-type faucets at 17" from front of counter

Tubs

- _____ * Grab bars
- _____ Portable or intub seat 12" in width, extending width of tub and mounted securely
- _____ Tub controls operable with a closed fist

Showers

- _____ Grab bars
- _____ 5' minimum long flexible shower hose with a lower hook or hanger
- _____ Roll in shower 30" x 60" (may include a fold down seat) or
- _____ Shower stall 36" x 36" with seat
- _____ Seat mounted 17-19" above the floor, extending depth of stall, located on wall opposite controls, mounted 1-1/2" from shower wall, and no more than 16" in width
- _____ Shower control operable with a closed fist

*Essential for an accessible meeting

**Referenced from ERIC/OSEP Information Brief